GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4553
ANSWERED ON:19.12.2001
TELECOM FACILITIES BY BSNL
SURESH KODIKUNNIL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government are aware of that there are shortage of staff in BNSL Kerala circle; and

(b) if so, the details of the steps taken by BSNL to give better service for the customers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir. There is a shortage of staff in certain cadre viz JTO, TTA etc. in Kerala Circle.

(b)
(i) Steps are being taken to fill up the vacancies in JTO and TTA cadres.

(ii) Existing manpower is suitably deployed so that the customer service section is properly manned.

(iii) Computerization of different activities are also carried out for improving the services and proper utilization of available manpower.